



Survey Processing Capabilities

Professional Project Management

Projects that are successful have one thing in common - Professional Project Management. Together, **A & M Psychometrics, LLC** and our partner, **The Survey Technology Center** pride ourselves on exceeding client expectations. During the course of a project, you can expect us to:

- . Be attentive and flexible to client needs
- . Consider all aspects of the project from the client's viewpoint
- . Provide expertise with the survey software
- . Set realistic timelines that allow the client plenty of time to deliver final results
- . Train clients on reporting systems
- . Respond to client requests quickly and efficiently

Paper Survey Processing

Not only can we administer your survey online but we can also create scannable & non-scannable paper versions. Whether you need an optical scannable survey or you require a survey that must be hand entered, we will accommodate your needs.

- . Layout and design of paper surveys
- . Translations from English into 36 languages
- . Printing of paper surveys, including scannable forms
- . Packaging/Shipping of paper surveys and return envelopes
- . Survey returns/Postage Paid (domestic) return envelopes for client convenience
- . Computer scanning
- . Comment hand-entry
- . Data collection and upload from paper surveys to the software system

We have a dedicated Data Center allowing us to capture and process data from hundreds of thousands of surveys simultaneously, without error. Your capacity will grow by utilizing A & M and STC staff.



World Wide Normative Data

One of the first questions often asked after reviewing survey results is, "How do we compare with other companies?" In today's global economy, executives who are responsible for the success of an organization need to know how they compare with other organizations around the world. Without a frame of reference, a score of 5.4 on a 7-point scale or a 60 percent favorable response holds little meaning. Normative data are available by major demographic profiles and industry segments.

Administration Options

It is commonplace to offer multiple methods of data collection for survey administration.

We can make sure that your survey administration process is inclusive of all employees within your client organization. All optional methods can be presented in multiple languages.

IVR: Utilize an Interactive Voice Response system allowing participants to call a dedicated 1-800 number to submit their responses via telephone.

Scannable survey documents: Collect data from large numbers of participants in an accurate standardized fashion.

Online data collection: Gather data across the globe 24/7 utilizing high performance systems.

Online Survey Participation Tracking

Using our extensive survey software infrastructure you will be able to monitor your survey participation by mode. Online survey submissions are instantaneously reflected on the participation site. For paper and/or IVR surveys regular updates help monitor the response rates of groups throughout the organization. The online survey participation tracking can be used in conjunction with a survey project we are managing or one that you are managing elsewhere.



Posters/Survey Communications

We can also create customized, full color, 11x17 posters to complement your communication plan associated with your multi-stage employee engagement project.

International Capabilities

Surveying international employees and customers requires a great deal of experience and knowledge. Our expert survey professionals know what potential obstacles are involved in surveying an international audience and have the know-how to overcome those barriers. We ensure that your multi-national survey will:

- . Take into account cultural differences.
- . Consider differences in language dialects, translating for your specific audience.
- . Deliver results to your respondents despite differences in levels of technological sophistication.
- . Provide technology support even with differences in time zone.

We have surveyed hundreds of thousands of people in more than 36 languages in over 100 countries, and can help you with your multi-national survey needs. Currently, there are more than 120,000 managers worldwide viewing their organization's survey results, conducting real-time online adhoc reports and developing follow-up action plans with our technology.

Survey Software Technology & Security

Keeping your employees' personal information secure and confidential is one of our most important responsibilities. Our systems are protected, so information remains secure.

Firewalls block unauthorized access by individuals or networks. Firewalls are one way the Survey Technology Center protects its computer network systems that interact with the Internet.

Secure transmissions ensure information remains confidential. The STC uses encryption technology such as Secure Socket Layer (SSL) on its Web sites to transmit information between you and the STC. SSL technology and 128-bit encryption (scrambling) encodes information that is sent over the Internet



between your computer and our system, helping to ensure that the information remains confidential.

The servers are configured to accept a high volume of activity. The servers are capable of handling 4,500 simultaneous survey submissions.

Our Servers are co-located with our ISP. This gives us 99.9% uptime because they have a backup generator service and 3 separate 100Mb connections to the Internet via 3 different providers. The servers are locked and secured in the NOC of the ISP with escorted access.

Level of Support

A & M Psychometrics, LLC and the Survey Technology Center take pride in the level of support provided to customers. In all cases questions from clients, survey respondents, managers, etc. are responded to within hours of receipt. Either A & M or STC staff is available from 7:00 am until 6:00 pm. In many cases we respond to inquiries received after business hours, making our staff very accessible.

A & M Psychometrics, LLC typically serves as Project Manager and Primary Consultant, with an STC team providing support. The support team will consist of other project managers, programmers, support staff, and consultants. This provides more than adequate bandwidth for project success.